



Troubleshooting eDEP

Guide to solving the most common problems stopping you from using eDEP forms

UPDATE: eDEP now works in Internet Explorer with latest version of Adobe Reader (10.1.4). It also works in FireFox.

The Common Problems – read these first

▶ **eDEP must be a trusted site.** You must tell your browser that eDEP is a safe site. (see [How to make eDEP a trusted site](#))

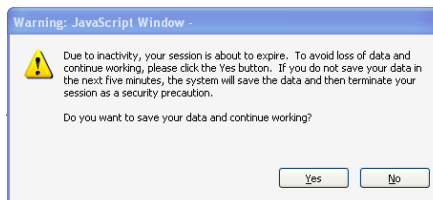
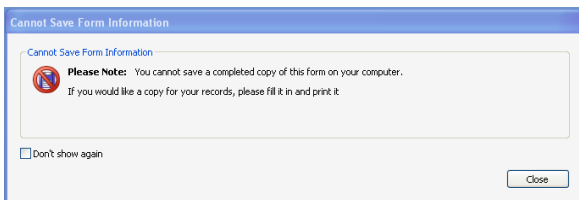
▶ **eDEP does not work with Adobe Reader 10.1 or 10.1.1 and Internet Explorer** You must install the latest Reader 10.1.4 or use FireFox as your browser. (if you encounter problems with FireFox see [Using eDEP in FireFox](#) for required settings)

▶ **eDEP does not work with Google's Chrome browser and older versions of Reader.** Use FireFox or update to the latest version of Reader and use Internet Explorer.

▶ **Multiple sessions warning.** Do you keep encountering the grey warning box below? (see [How to avoid the multiple sessions warning](#))

Sorry, eDEP can not be used with multiple browser windows or tabs.
Please close this window/tab to return to eDEP.

▶ **Non-Problem Warnings.** There are some warnings that you can ignore. If you get a warning like the one below that you cannot save data to your hard drive, please close the warning and ignore it – eDEP will allow you to save your data and print by using the blue buttons at the top of the form. Similarly, if you get a warning that your “session is about to expire” and would you like to save your data, please click “No”. This warning is not from eDEP. To save your form's data to eDEP, click the blue Save or Save & Exit button at the top of your eDEP form.



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Problems by symptom – what is going wrong?

▶ **Form fails to open.** If you see the “Please be patient while the submittal form is loading . . .” message but the form never loads, the problem may be either Adobe Reader 10.1 or 10.1.1 (install Reader 10.1.2) or Google Chrome (Chrome will not work – switch browsers) or a conflict with Adobe Acrobat (see [How to fix the Acrobat problem](#)).

▶ **Blank Facility Name.** A new Adobe security feature stops data from downloading so that all fields (including Facility Name) are blank when you open the form (see [How to make eDEP a trusted site](#)).

▶ **Form fails to validate.** If you click the Validate button but nothing happens and the Facility Name field is blank, then the problem is eDEP is not a trusted site (see [How to make eDEP a trusted site](#)). If, however, your Facility Name is visible, then this may be a problem with Adobe Acrobat (see [How to fix the Acrobat problem](#)).

▶ **Form takes too long to load.** Forms generally appear in 30 sec. or less. If a form does not load in 5 min, it will probably never load (see fixes under “Form fails to open” above). Long load times generally mean that eDEP is very busy and you may want to try back at a later time, particularly if you are trying to file close to a major deadline.

▶ **Are you using a Mac?** The instructions in this Quick Fix are intended for Windows users. There is a special instruction/troubleshooting page on the MassDEP website for Mac users:

<http://www.mass.gov/dep/service/online/edepmac.htm>

▶ **Not one of the problems above?** If you are not able to get into your form, then we would like to know about it – please contact the Help Desk below.

Thank you for your patience with our system.

Dental Help Desk

Help with eDEP Online Certifications

Dental program e-mail box
dental.mercury@state.ma.us

Lee Andrews
617/292-5647

Anne Brown
617-292-5880

David Biggers
617/292-5787

Mark Wert
617-292-5598

Help with Amalgam Collection/Recycling Requirements and Wastewater Questions

John Reinhardt
dental.mercury@state.ma.us
617-292-5667

Mingyuan Pan
dental.mercury@state.ma.us
617-292-5503

Business Compliance Assistance Hotline:
617-292-5898

Disclaimer: Information here is based on MassDEP's experience, which may or may not apply to your computer setup. While we are happy to help you if you encounter issues using e-DEP, please note that MassDEP is not responsible for how you use the information on this website or any consequences of your actions to maintain or upgrade your system.

How to make eDEP a trusted site

Adobe initiated a security enhancement in 2010 that prevents a website from downloading data into your Adobe Reader session from any site you have not designated as “safe”. This typically causes the following errors: the form opens with all fields blank (including Facility Name) and the form fails to validate.

There are three ways to fix this problem. These approaches all do the same thing, which is to establish eDEP as a trusted or “safe” site from which to download data. *You will only have to do this once; although you will need to re-establish the setting if you get a new computer.*

Any of the solutions can work, but some will not work in all cases. Try the first method as it is the easiest. If it does not work (or you get an error or the session crashes), then try the next method. The examples below are for Internet Explorer and Adobe Reader – *fixing the problem in Adobe Reader will also fix the problem for if you use FireFox.*

If none of them work, then contact the [Dental Help Desk](#) and indicate a phone number where we can reach you.

Thank you for your patience with our system.

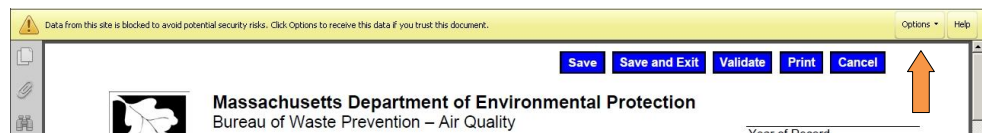
METHOD 1 ▾

Use the yellow warning bar Options button

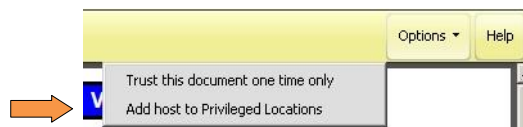
Works for both Internet Explorer and Firefox

STEPS ▾

1. When you open the form if you get a dialog box with a message about not being able to save your form, click “CLOSE” – that message is irrelevant.
2. If you then get a dialog box with a message that you have timed out and asking you to save – click “NO” – that message is irrelevant.
3. If you can still see the form (i.e. the session has not crashed, which usually results in a white screen with or without an error message) and there is a yellow bar at the top of the browser window.



4. Click the “Options” button in the yellow bar.
5. There are usually 2 choices displayed – select the 2nd choice which is “Add host to Privileged Locations”



6. You should notice immediately that the form fills with data – if so, you are done and ready to work on your form.

If the yellow bar disappears but the form does not fill with data (e.g., the Facility Name field remains blank) or you get an error message, then you need to try one of the other methods below.

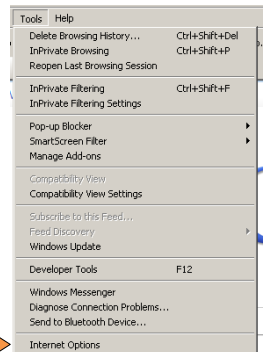
METHOD 2 ▾

Make eDEP a “Trusted Site” in Internet Explorer

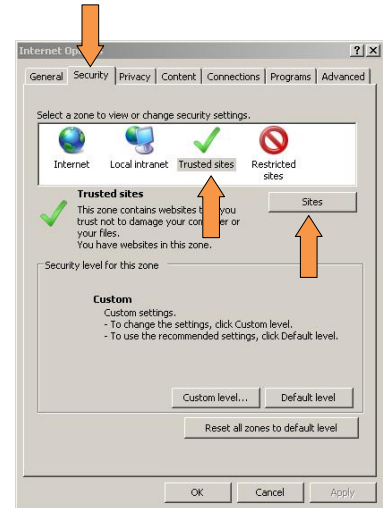
*This will not allow
FireFox to recognize
eDEP as a trusted site
– see Method 1 or 3.*

STEPS ▾ (Internet Explorer only)

1. In Internet Explorer, find the Tools Menu or Tools icon
2. Click the menu/icon – then select Internet Options at the bottom of the menu. This opens the Internet Options box.



3. In the Internet Options box, click the Security tab.



4. Click the Trusted Sites checkmark icon.

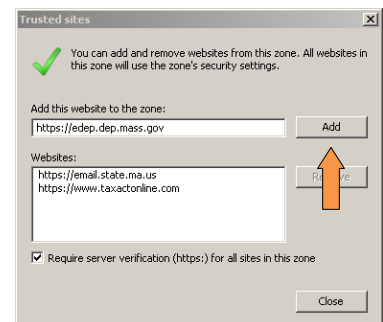
5. Click the Sites button

6. See box labeled “Add this website to the zone:”. eDEP will likely already be entered into the box.

If not, then type this eDEP URL into the box:

<https://edep.dep.mass.gov>

7. Click the Add button
[In some network environments this option is not available – if that is the case for you, then go to the next Method.]



8. Verify that eDEP is now listed under “Websites:”

9. Click Close button to close Trusted Sites box.

10. Click OK button to close Internet Options box.

11. You are done. Try to load an eDEP form – you should see data prefill into the form. If you still get any sort of error (or if Facility Name is blank) please contact the [Dental Help Desk](#) and indicate a phone number where we can reach you.

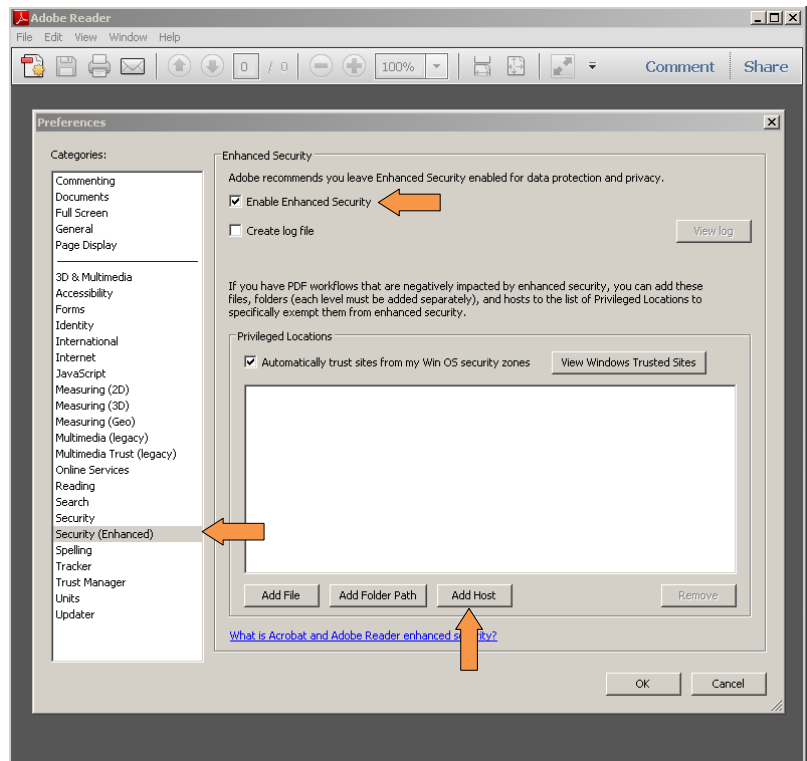
METHOD 3 ▾

Make eDEP a “Privileged Site” in Adobe Reader

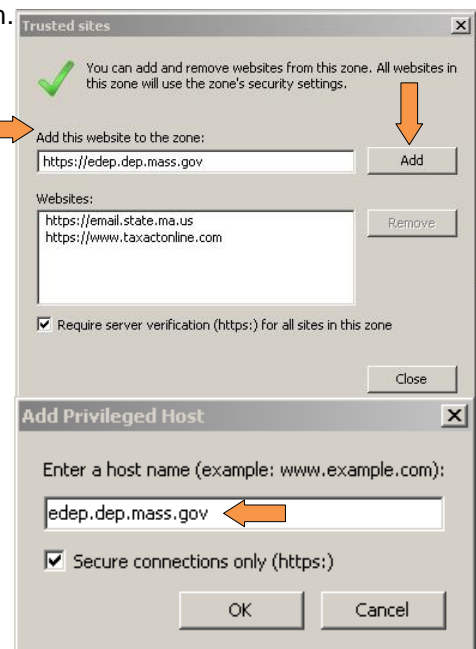
*Works for both Internet
Explorer and Firefox*

STEPS ▾

1. Go to your Windows “start” button and open Adobe Reader – this will open a blank Reader screen.
2. Click on the Edit menu, click to drop the menu and select Preferences at the bottom. This opens the Preferences box.
3. In the Preferences box, select the left-hand category labeled Security (Enhanced).



4. Make sure that “Enable Enhanced Security” at the top is checked.
5. eDEP will need to be in the list of “Privileged Locations”, but if it is already there at this point, then you have a different problem.
6. Click button: Add Host
7. Type in the “Add Privileged Host” box (if not automatically entered):
edep.dep.mass.gov
8. Check “Secure connections only”.
Click OK.
9. You should see eDEP now in the list of “Privileged Locations”.
10. Click OK to close the Preferences box.
11. Close the Adobe Reader window.
12. You are done – login to eDEP and try to load a form. You should see data prefill into the form. If this still does not work, we would like to know – please contact the [Dental Help Desk](#) and indicate a phone number where we can reach you.



How to avoid the multiple sessions warning

Sorry, eDEP can not be used with multiple browser windows or tabs.
Please close this window/tab to return to eDEP.

Have you encountered the grey multiple sessions warning above and wondered what it is?

This is new feature for 2011 that prevents a user from opening two different eDEP sessions at the same time – a rare problem, but potentially very damaging.

To avoid the multiple sessions warning . . .

1. Close **ALL** browser windows (even windows for other browsers you may have open)
2. Then open a new browser window and navigate to the eDEP login screen.

This warning is based on a session cookie – so if you close ALL browser windows the cookie should clear automatically. Any open browser window will, however, maintain the session cookie. So be sure to close ALL browser windows after you receive the duplicate sessions warning.

If you still have problems with the multiple sessions warning . . .

For some users simply closing all browser windows does not work. In that case, the following procedure has been found to work.

1. Add the eDEP login screen to bookmarks/favorites in your browser (<https://edep.dep.mass.gov/DEPLLogin.aspx>)
2. Close **ALL** browser windows
3. Open one new browser window and select the eDEP login from the bookmarks/favorites (or type in the URL directly if you prefer).
4. Continue to keep eDEP active in that window/tab for as long as you are using eDEP that day – you can log out of eDEP, but don't close that tab/window. This way you should avoid having to ever close down all browser windows while working in eDEP. If you do close that browser window where you started eDEP, you will not be able to open another window without closing all browser windows first. You can do anything else you like in any other browser windows; just run eDEP ONLY in the window/tab you started out with.

If this does not work, try clearing your cookies before you close down the last browser window in the procedure above.

If this still does not work, we need to know – please contact the [Dental Help Desk](#) and indicate a phone number where we can reach you.

Thank you for your patience with our system.

Using eDEP in Firefox

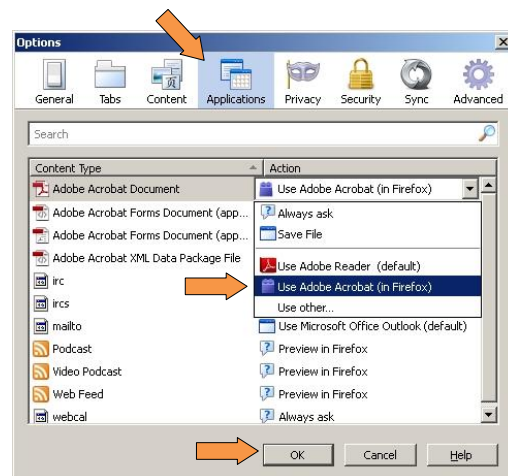
If you use FireFox, you may encounter a problem if Firefox tries to open a separate window for Reader rather than opening the eDEP form within the Firefox browser window – if so, see the quick fix below for a solution.

Note: eDEP is not compatible with version 10.1 and 10.1.1 of Adobe Reader within Internet Explorer but will work with Firefox (or you can install Reader version 10.1.4 which does work with Internet Explorer). Reader version 9.4 and 10.0.1 (NOT 10.1 or 10.1.1.) are compatible with **both** Internet Explorer and Firefox.

Firefox Applications settings required for eDEP

Firefox may try to open the eDEP form in a separate Adobe Reader window rather than within the Firefox browser window. This will cause the form to not open at all (you will see only the “Please be patient . . .” message and the form will never load). If you encounter this problem, check the Applications settings described below

1. In Firefox, open the Tools menu and select “Options” at the bottom. You can do this while logged into eDEP – it is not necessary to restart.
2. In the Options box click on the Applications icon.
3. Find under Content Type the listing for “Adobe Acrobat Document” – under Action select “Use Adobe Acrobat (in Firefox)” in place of “Use Adobe Reader (default)”
4. Click “Ok” to close the Options box.
5. Then try opening an eDEP form.



If you still are having problems, contact the [Dental Help Desk](#) and indicate a phone number where we can reach you.

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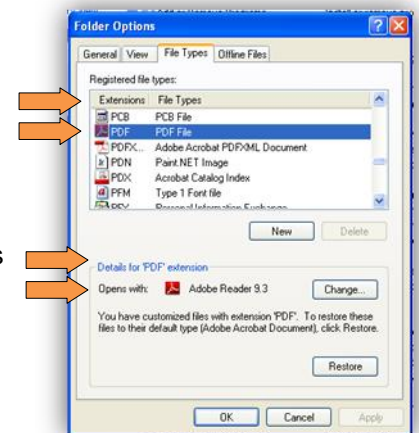
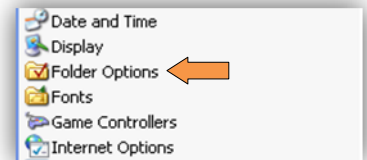
How to fix the Acrobat problem

eDEP forms will not work if opened with Adobe Acrobat – they require Adobe Reader. Reader is the free software for viewing PDF files such as eDEP forms. Acrobat is software that is used to create PDF files. eDEP can, however, be used on a PC where Adobe Acrobat is already installed provided that **Adobe Reader** is the default program for opening PDF files.

Often, where the two are installed together, Reader is the default automatically and there is no problem. However, in some cases Acrobat has caused problems for users wishing to use eDEP. The instructions below give tips on how to ensure that Acrobat does not interfere with eDEP.

Steps to ensure that your browser uses **Adobe Reader** (NOT Adobe Acrobat) to open PDF files.

1. Click your Windows “start” button and find Control Panel.
2. Click Control Panel.
3. Select Folder Options from the Control Panel (click Switch To Classic view on the right hand side if you don't see the list of names).
4. Select File Types in the Folder Options box.
5. Scroll through the Registered file types list for the Extensions Name of “PDF”
6. Select “PDF”
7. Once PDF is selected, check the Details for “PDF” extension make sure “Opens with Adobe Reader” is present.
8. If you see it, then click the OK button and you are done.
9. If not, select the “Change” button
 - a. Select “Adobe Reader” from the Open With window and then click the OK button:
 - b. The Details for “PDF” extension, should now display “Opens with Adobe Reader”
 - c. Select the “OK” button to close the Folder Options window
 - d. You are probably done – try your eDEP form again.



10. If you still experience the problems (and you have ruled out all of the other possibilities) then try the following procedure.
11. Uninstall Adobe Reader.
12. Download and install the latest version of Adobe Reader (10.1.1 at this time) – note that you will need to use Firefox as your browser for eDEP with this version of Reader. If you can only use Internet Explorer, then you will need to download and install Adobe Reader version 9.4. Both versions are available at Adobe's website.
13. Verify Adobe Reader will be used to open PDF files by checking steps 1-9. If you see "Opens with Adobe Reader" as described above, then you are likely done – try again to use your eDEP forms.
14. If you still are having problems, we need to know – please contact the [Dental Help Desk](#) and indicate a phone number where we can reach you.

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